


Communicating with Limited-English Neighbors

Everyday Tips & Strategies


Marci Williams, Education Coordinator
Hopelink Adult Education
marciesl@hope-link.org

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What is the need in our community?


According to the 2011-2013 ACS, approximately **40%** of Bellevue residents (age 5 and over) spoke a language other than English at home.

Inability to communicate inhibits what adults must know and be able to do as


- *parents and family members
 - *workers
 - *citizens
 - *neighbors
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Meeting the Need


When community members work to strengthen our communication skills to help foster understanding, respect, and friendship in our multicultural community, we become a vital part of the solution.

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3 steps to better communication

1. **"Set the stage" for success.**
 2. **Provide comprehensible input**
 3. **Repair communication.**
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“Set the stage” for success.

- ◆ Put your listener at ease.
Smile. Communicate respect.
 - ◆ Provide a frame of reference
Utilize visual aids.
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2. Provide comprehensible input.

- ◆ Use meaningful and culturally appropriate gestures to provide context.
- ◆ **P.A.S.S.** Strategies

Quick Tips: P.A.S.S.!

P.



Pause both for language differences
and for cultural differences.

Allow silence.

Quick Tips: P.A.S.S.!

A.



Articulate.

Quick Tips: P.A.S.S.!

S.



Slow down.


Quick Tips: P.A.S.S!

S.




Simplify.

Simplify words...

- ◆ Reduce number of words.
 - ◆ Simplify verb tense.
 - ◆ Replace large (difficult) words with smaller ones.
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Simplify content...

Watch out for:

- ◆ Filler words
 - ◆ Frequent rephrasing
 - ◆ Cultural references and idioms
 - ◆ Humor
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Simplify syntax...

- ◆ Be direct.
- ◆ Keep it short.
- ◆ Include one thought per sentence.

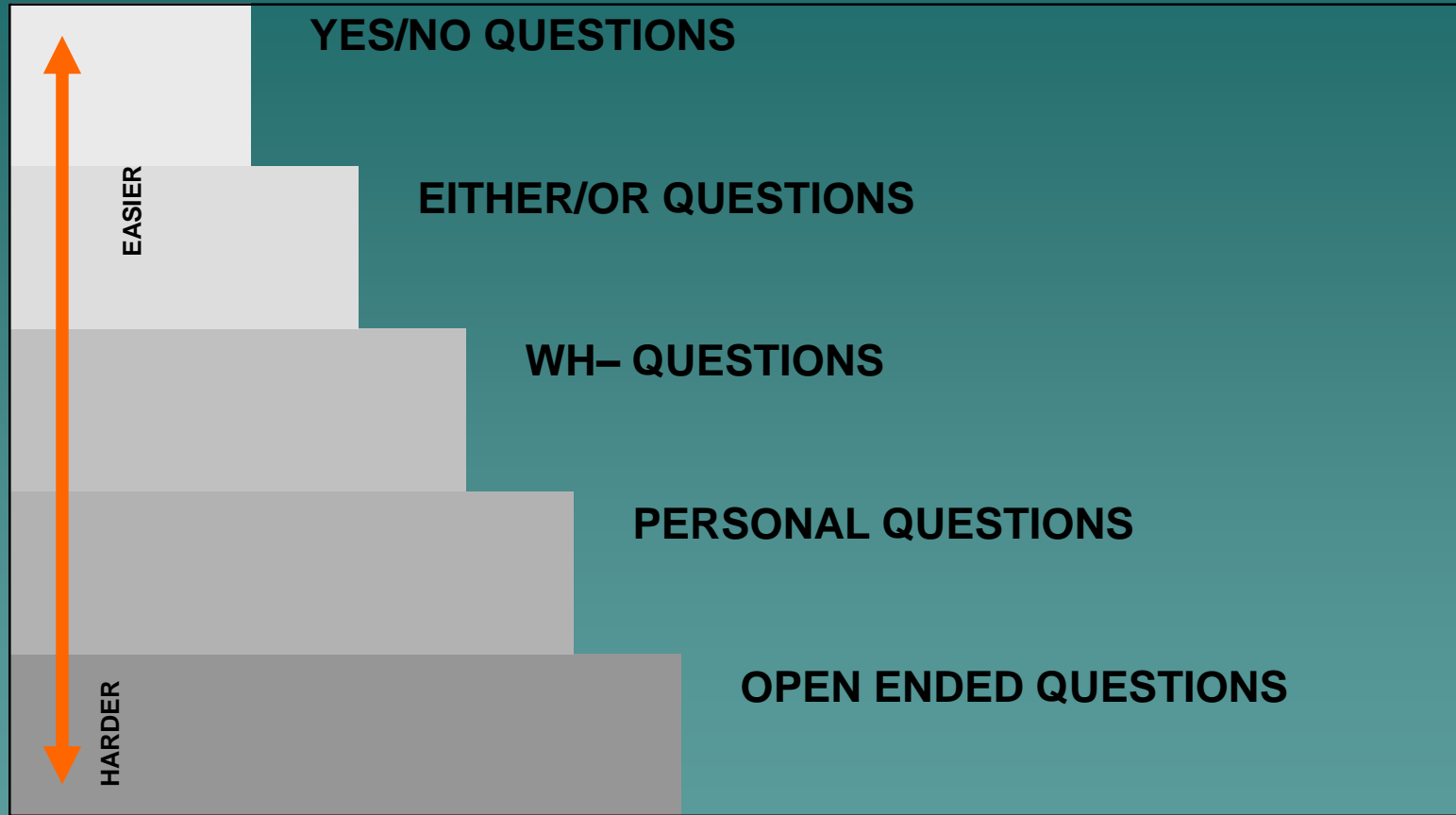
We've been giving some serious consideration to your request for an extension, but at this point it does not look feasible. In fact I'm afraid your chances are pretty slim...blah, blah, blah...

Simplify questions...

- ◆ Learn the **Question Hierarchy**.



Question Hierarchy




(From Tacoma Community House, Literacy NOW)

Tips for asking questions


- ◆ **Separate your questions; ask only one per sentence.**
 - ◆ **Do not ask negative questions.**
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- 1. Ask the question and wait.**
 - 2. Repeat the entire question and wait.**
 - 3. Shift to a simpler question and wait.**

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Repair Communication


Check for understanding.

- ◆ Nodding “yes” does not=understanding
 - ◆ Check listener’s body language
 - ◆ Periodically ask, “Do you understand?”
 - ◆ Ask or say something that requires a response.
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3. Repair communication.

- ◆ Pause
 - ◆ Repeat
 - ◆ Simplify
 - ◆ Write
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Communication repair for listeners

- ◆ Pause: Listen for recognizable words and repeat them for confirmation.
 - ◆ Ask the speaker to repeat.
 - ◆ Ask simple questions to confirm or correct.
 - ◆ Say, I'm sorry. I don't understand.
 - ◆ Provide a paper and pen for the person to write it out.
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Tips for writing

- ◆ Print.
 - ◆ Keep sentences simple and direct.
 - ◆ Use a simple sans serif font.
 - ◆ Leave lots of white space.
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Communication aids

- ◆ Gestures (relevant & meaningful)
- ◆ Paper and pen for writing and drawing
- ◆ Visual aids: Pictures (clip art) & objects
- ◆ Printed information in simple English
- ◆ Google Translate, Babblefish.com
- ◆ Electronic translators \$40 - \$900 for multiple languages

Body Language

- ◆ Personal space

- ◆ Touch

- ◆ Gestures

Online resources:

- ◆ *Online translation website:

<http://babelfish.yahoo.com/>

- *Chinese simplified & traditional

- *Dutch

- *English

- *French

- *German

- *Italian

- *Greek

- *Japanese

- *Korean

- *Portuguese

- *Russian

- *Spanish

- ◆ How to simplify what we write:

<http://www.plainlanguage.gov/index.cfm>

Sources

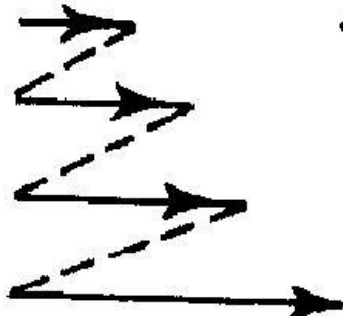
- ◆ http://www.sbctc.ctc.edu/college/e-abe_equippedforfuture.aspx
- ◆ <http://ksuweb.kennesaw.edu/~djohnson/6750/kaplan.pdf>
- ◆ <http://quickfacts.census.gov/qfd/states/53/53033.html>
- ◆ <http://www.ci.bellevue.wa.us/pdf/Parks/2015CommunityProfile-GR.pdf>
- ◆ Tacoma Community House / Literacy NOW ESL Pre-service Training

Communication & Cultural Thought Patterns

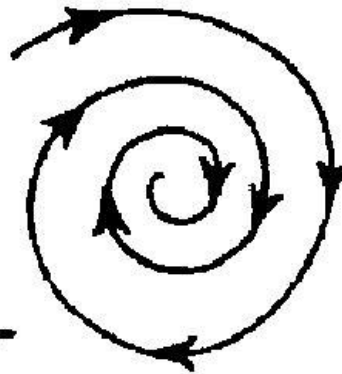
English



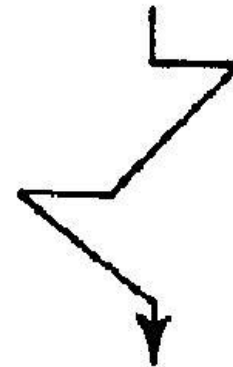
Semitic



Oriental



Romance



Russian

